

Shipping and Payment Policies

Payment: Visa, MasterCard and American Express. Bank drafts, money orders and electronic funds transfers can be arranged. We do not accept company checks due to the time and uncertainty with cross border bank clearing rules.



We also accept payment through <http://www.paypal.com>.

Order Placement: While most details can be exchanged through filling in our electronic forms and email exchange, final exchange of credit card numbers and social security or business registration numbers required for cross border shipments are usually done by phone.

Shipping: Orders placed on the site will be processed the next business day and we will do our best to get your product to you as soon as possible. ETA can vary from one day to the next standard ETA's are as follows:

Hardware only orders: 5 - 7 business days

Pre-fabricated shower bases, shower doors and enclosures: 7 -14 business days

Tempered Glass orders: 20-25 business days

Shipping Damages: All freight is insured and included in pricing provided. The freight company is responsible for damages incurred during shipping. **WARNING:** Once the goods are signed for by customer, the shipper is no longer responsible for damages.

Acceptance of Delivery: Ensure that the packaging is secure and the contents appear undamaged. If in doubt refuse shipment and/or detail clearly on shipping documentation that packaging and potentially merchandise has been damaged in transit. Keep copy of shipping documentation with signed acknowledgement by driver. Fax copy through to us at 416.789.0260. Remember: Once the goods are signed for by customer, the shipper is no longer responsible for damages.

Returns: Because each order is a custom order, returns are not accepted unless the order was incorrectly fabricated and we were notified within 10 days from the day your order was received. If you have an order that is incorrect, please contact us via e-mail within 10 days of receiving the product.

Advice: Our team is here to give advice on all of your projects. That said we cannot be responsible for any property damages or personal injuries that occur when handling or installing any glass products. The advice that we give is only our opinion, we expect for our clients to do the proper amount of research before placing an order.